



## Website Privacy Policy

[peervia.org](https://peervia.org)

*How PeerVia collects, uses, protects, and respects the personal data of everyone who visits or uses this website*

**Effective Date:** 1 September 2026

**Last Updated:** 1 September 2026

**Data Controller:** PeerVia — the non-profit peer mentorship platform operating [peervia.org](https://peervia.org)

**Legal Framework:** General Data Protection Regulation (GDPR) — EU 2016/679 and applicable national law

**Applies To:** All visitors to and registered users of [peervia.org](https://peervia.org), including Students, Ambassadors, and unregistered visitors

**Privacy Contact:** [info.peervia@gmail.com](mailto:info.peervia@gmail.com)

**Version:** 1.0

### Our commitment to your privacy

PeerVia takes your privacy seriously. This Policy explains in plain, clear language exactly what personal data we collect from you when you use our website, why we collect it, how we use and protect it, who we share it with, how long we keep it, and what rights you have over it. We collect only what is necessary and we will never sell your data.

# 1. Definitions

The following definitions apply throughout this Privacy Policy. Where the context requires, the singular includes the plural and vice versa.

| Term                    | Definition                                                                                                                                                                   |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "PeerVia" / "we" / "us" | The non-profit peer mentorship organisation operating peervia.org, acting as the data controller in respect of all personal data collected through the Website.              |
| "Website"               | The website located at peervia.org, including all pages, features, and services available through it.                                                                        |
| "You" / "User"          | Any individual who visits or uses the Website, including unregistered visitors, registered Students, and registered Ambassadors.                                             |
| "Student"               | A registered User who accesses the Platform in the capacity of a mentee.                                                                                                     |
| "Ambassador"            | A university student or graduate verified and approved by PeerVia to provide mentorship through the Platform.                                                                |
| "Personal Data"         | Any information relating to an identified or identifiable natural person, as defined under GDPR Article 4(1).                                                                |
| "Processing"            | Any operation performed on personal data, including collection, storage, use, sharing, and deletion, as defined under GDPR Article 4(2).                                     |
| "Sensitive Data"        | Special categories of personal data under GDPR Article 9, including health data, racial or ethnic origin, religious beliefs, and biometric data.                             |
| "Cookie"                | A small text file stored on your device when you visit a website, used to remember preferences and enable certain features.                                                  |
| "Minor"                 | Any individual under the age of 18 in their applicable jurisdiction.                                                                                                         |
| "GDPR"                  | Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data. |
| "Third Party"           | Any individual or entity other than PeerVia and the User in question.                                                                                                        |
| "Retention Period"      | The period for which PeerVia retains personal data before it is securely deleted or permanently anonymised.                                                                  |

## 2. Introduction and Who We Are

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PeerVia is a non-profit peer mentorship platform that connects high school students with university students who are willing to share their honest experience of university, student life, and career paths. The Website is operated by PeerVia and is available at [peervia.org](https://peervia.org).

PeerVia is the data controller in respect of all personal data collected through the Website. This means we are responsible for deciding how and why your personal data is processed. We process all personal data in compliance with the General Data Protection Regulation (GDPR) and any applicable national data protection legislation.

If you have any questions about this Privacy Policy or about how we handle your personal data, please contact us at the address below. We will respond to all privacy-related enquiries within one calendar month.

### Privacy Contact

**Email:** [info.peervia@gmail.com](mailto:info.peervia@gmail.com)

**Website:** [peervia.org](https://peervia.org)

*This is the only official contact address for all privacy and data protection enquiries relating to PeerVia.*

## 3. What Personal Data We Collect

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We collect personal data from you in three ways: information you give us directly when you use the Website, information we collect automatically when you visit or browse the Website, and information we may receive from third parties. We collect only what is necessary and proportionate for the purposes described in this Policy.

### 3.1 Information You Give Us Directly

#### (a) When you visit the Website without registering

Even without creating an account, certain data is collected automatically when you browse peervia.org. This is described in Section 3.2 below. You do not need to provide any personal data to browse publicly available content.

#### (b) When you create a Student account

- Your name and chosen username
- Your email address
- Your password, stored in encrypted form — PeerVia cannot read your password
- Your date of birth, used to verify your age and apply appropriate safeguarding protections
- Your general location or country, used to match you with relevant Ambassadors
- Your areas of interest — the subjects, universities, and career paths you are considering

#### (c) When you create an Ambassador account

- Your full name and display name
- Your university email address and personal email address
- Your university name, year of study, and programme of enrolment
- Your career field and area of expertise
- Your Ambassador biography, written in your own words
- Your profile photograph, voluntarily submitted
- Your LinkedIn profile URL, if voluntarily provided
- Your date of birth, for age verification and safeguarding
- University verification documentation submitted with your application
- Your motivation for joining PeerVia, as stated in your application

#### (d) When you use Platform features

- Questions you post to the public Q&A feed
- Answers you publish as an Ambassador
- Reviews and ratings you leave following sessions
- Session booking requests, including the topics you wish to discuss
- Any messages or correspondence sent through PeerVia's internal communication features
- Any correspondence you send to PeerVia by email or contact form

### 3.2 Information We Collect Automatically

When you visit peervia.org, certain technical information about your device and browsing behaviour is collected automatically. This information helps us keep the Website secure, understand how it is used, and improve it over time.

- Your IP address and the approximate geographic location it indicates
- Your browser type, version, and language settings
- Your operating system and device type
- The pages you visit, the features you use, and the time you spend on the Website
- The website or search engine that referred you to peervia.org
- The date and time of your visit and any subsequent visits
- Cookies and similar tracking technologies — see Section 9 for full details

### **3.3 Information We Receive From Third Parties**

- If you register or sign in using a third party authentication service such as Google, we will receive the basic profile information that service shares with us, typically your name and email address.
- If another User reports content or conduct relating to your account, we will retain records of that report and any resulting investigation.
- For Ambassadors, we may receive confirmation of university enrolment from a third party verification service.

## 4. How We Use Your Personal Data

We use your personal data only for specific, legitimate purposes and only where we have a valid legal basis to do so under GDPR Article 6. The table below sets out our key processing activities in full.

| Purpose                            | Data Processed                                      | Legal Basis (GDPR Art. 6)           |
|------------------------------------|-----------------------------------------------------|-------------------------------------|
| Creating and managing your account | Name, email, password, date of birth, user type     | Contract — Art. 6(1)(b)             |
| Publishing your Ambassador profile | Display name, bio, university, field, photo         | Contract — Art. 6(1)(b)             |
| Operating the Q&A feed             | Questions and answers you post publicly             | Contract — Art. 6(1)(b)             |
| Managing session bookings          | Booking requests, session history, ratings, reviews | Contract — Art. 6(1)(b)             |
| Sending platform notifications     | Email address, activity data                        | Contract — Art. 6(1)(b)             |
| Verifying Ambassador applications  | University docs, application responses              | Contract — Art. 6(1)(b)             |
| Safeguarding and child protection  | Age data, session records, reports, communications  | Legal obligation — Art. 6(1)(c)     |
| Maintaining platform security      | IP address, login logs, device data                 | Legitimate interests — Art. 6(1)(f) |
| Improving the Website              | Anonymised usage and analytics data                 | Legitimate interests — Art. 6(1)(f) |
| Complying with legal obligations   | Any data required by applicable law                 | Legal obligation — Art. 6(1)(c)     |
| Sending marketing communications   | Name, email (with your explicit consent only)       | Consent — Art. 6(1)(a)              |
| Resolving disputes and complaints  | Account data, session records, correspondence       | Legitimate interests — Art. 6(1)(f) |

### 4.1 Automated Decision-Making

PeerVia does not use automated decision-making or profiling that produces legal or similarly significant effects for any User. All significant decisions — including Ambassador application approvals and account terminations — are made by a human member of the PeerVia team.

## 5. Children and Minors

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PeerVia takes the protection of children's personal data extremely seriously. Because the platform is designed to serve high school students — many of whom may be under the age of 18 — we apply enhanced standards to the collection and handling of personal data relating to Minors.

### 5.1 Age Requirements

- Users must be at least 13 years of age to create an account on PeerVia.
- Users aged between 13 and 18 inclusive must have the prior consent of a parent or legal guardian before registering. By registering, the parent or guardian confirms their consent and accepts responsibility for the Minor's use of the platform.
- PeerVia does not knowingly collect personal data from any child under the age of 13. If we become aware that we have done so inadvertently, we will delete that data immediately and without delay.
- If you are a parent or guardian and believe that a child under 13 has registered on PeerVia without your consent, please contact us at [info.peervia@gmail.com](mailto:info.peervia@gmail.com) immediately.

### 5.2 Additional Protections for Minors

- Ambassadors are not provided with a Student's exact age or date of birth. This information is accessible only to PeerVia staff with a legitimate safeguarding need.
- PeerVia does not use the personal data of Minors for targeted advertising, commercial profiling, or any purpose beyond the provision of the mentorship service.
- Enhanced safeguarding measures are applied to all accounts identified as belonging to Minors, including stricter content monitoring and prioritised incident escalation.
- Parents and guardians of Minor Users may contact us at [info.peervia@gmail.com](mailto:info.peervia@gmail.com) to request access to, correction of, or deletion of their child's personal data held by PeerVia.

## 6. Who We Share Your Personal Data With

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PeerVia does not sell, rent, exchange, or trade your personal data to any third party for commercial or any other purposes under any circumstances. We share personal data only in the following limited, specific, and necessary circumstances.

### 6.1 Other Users of PeerVia

Certain information you include on your public profile is visible to other Users of the platform. For Ambassadors, this includes your display name, biography, university, year of study, field, profile photograph, and your published Q&A answers. For Students, only the content of public questions is visible — your personal account details are not shared with Ambassadors.

### 6.2 Service Providers and Data Processors

PeerVia uses a small number of trusted third party service providers who process personal data on our behalf to help us operate the Website. These providers act as data processors under written data processing agreements that legally require them to protect your data in accordance with GDPR. They may not use your data for any purpose beyond providing services to PeerVia. These include:

- Cloud hosting and infrastructure providers, for secure storage and delivery of the Website
- Email delivery services, for sending account notifications and correspondence
- Analytics providers, where applicable, receiving only anonymised and aggregated usage data

### 6.3 Legal and Regulatory Authorities

PeerVia will disclose personal data to law enforcement agencies, regulatory bodies, courts, or other statutory authorities where we are legally required to do so, or where we have a good-faith belief that such disclosure is necessary to comply with a legal obligation, to protect the rights or safety of any person, or to prevent or detect criminal activity. Where permitted by law, we will notify you of such disclosure.

### 6.4 Safeguarding Authorities

Where PeerVia has reasonable grounds to believe that any User — particularly a Minor — is at risk of harm or that a safeguarding concern exists, we will share relevant personal data with the appropriate statutory safeguarding or child protection authority without delay and, where necessary in the interests of safety, without prior notice to the User concerned.

### 6.5 Legal Advisers

In connection with any actual or potential legal claim, dispute, or proceeding, PeerVia may share relevant personal data with its legal advisers who are bound by strict professional duties of confidentiality.

### 6.6 International Transfers

PeerVia's operations are primarily based within the European Economic Area. Where personal data is transferred to a country outside the EEA, PeerVia will ensure that appropriate safeguards are in place in accordance with GDPR Chapter V, including where applicable the use of Standard Contractual Clauses approved by the European Commission, or that the transfer is to a country recognised as providing an adequate level of data protection.



## 7. How Long We Keep Your Data

PeerVia retains personal data only for as long as is necessary for the purposes for which it was collected, subject to any longer retention periods required by applicable law or for the establishment, exercise, or defence of legal claims. When data is no longer required, we delete it securely or anonymise it so that it can no longer be attributed to you.

| Category of Data                        | Retention Period                                                                                                                                                                     |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Account data (active)</b>            | Retained for the full duration of your account being active on PeerVia.                                                                                                              |
| <b>Account data (after deletion)</b>    | Basic account information retained for 12 months following account deletion, to support account recovery requests and legal compliance. Thereafter deleted.                          |
| <b>Ambassador application data</b>      | Retained for the duration of the Ambassador's engagement, plus 12 months following deactivation. Unsuccessful application data deleted after 6 months.                               |
| <b>Public Q&amp;A content</b>           | May be retained in anonymised form on the platform following account deletion, as it forms part of the platform's public knowledge base. Identifiable details removed upon deletion. |
| <b>Session records</b>                  | Retained for 3 years following the session date, to support dispute resolution and safeguarding obligations.                                                                         |
| <b>Safeguarding and conduct records</b> | Retained for a minimum of 6 years, or indefinitely where connected to unresolved matters or legal proceedings.                                                                       |
| <b>Correspondence with PeerVia</b>      | Retained for 3 years from the date of the correspondence, or longer where relevant to an ongoing matter.                                                                             |
| <b>Technical and device data</b>        | Retained for 12 months in identifiable form, then permanently anonymised for aggregate analytics purposes.                                                                           |
| <b>Marketing consent records</b>        | Retained for 3 years from the date of consent, or until consent is withdrawn, whichever occurs first.                                                                                |
| <b>Cookies</b>                          | Session cookies expire when you close your browser. Persistent cookies expire as set out in our Cookie Policy in Section 9.                                                          |

## 8. Your Rights Under GDPR

As a data subject, you have the following rights under GDPR in respect of your personal data processed by PeerVia. To exercise any of these rights, please contact us at [info.peervia@gmail.com](mailto:info.peervia@gmail.com). We will acknowledge your request within 5 business days and respond in full within one calendar month. We will not charge you for making a request. In exceptional cases, where a request is manifestly unfounded or excessive, we may charge a reasonable administrative fee or decline to act, in which case we will explain our reasons.

- **Right of Access (Article 15):** You have the right to request a copy of all personal data we hold about you, along with information about how, why, and on what legal basis we are processing it.
- **Right to Rectification (Article 16):** You have the right to request that we correct any inaccurate or incomplete personal data we hold about you. Where technically feasible, you can also update much of your profile information directly within your account settings.
- **Right to Erasure (Article 17):** You have the right to request that we delete your personal data where it is no longer necessary for the purposes for which it was collected, where you have withdrawn consent and there is no other legal basis for processing, or where we have no overriding legitimate grounds. This right is subject to exceptions, including where retention is required by law.
- **Right to Restriction of Processing (Article 18):** You have the right to request that we temporarily restrict the processing of your personal data in certain circumstances — for example, while we verify the accuracy of data you have contested.
- **Right to Data Portability (Article 20):** Where processing is based on your consent or the performance of a contract, you have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to request that we transmit it directly to another controller where technically feasible.
- **Right to Object (Article 21):** You have the right to object to the processing of your personal data where we rely on legitimate interests as the legal basis. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests, rights, and freedoms, or unless processing is necessary for the establishment, exercise, or defence of legal claims.
- **Right to Withdraw Consent:** Where we process your personal data on the basis of your consent — for example, for marketing communications — you may withdraw that consent at any time by contacting us or clicking the unsubscribe link in any marketing email. Withdrawal does not affect the lawfulness of processing carried out before the withdrawal.
- **Right to Lodge a Complaint:** If you are unsatisfied with how PeerVia handles your personal data, you have the right at any time to lodge a complaint with the relevant supervisory authority. In the Netherlands, this is the Autoriteit Persoonsgegevens ([autoriteitpersoonsgegevens.nl](https://autoriteitpersoonsgegevens.nl)). In the United Kingdom, this is the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk)). We would, however, appreciate the opportunity to address your concern directly before you contact a supervisory authority.

To exercise any of your rights:

[info.peervia@gmail.com](mailto:info.peervia@gmail.com)

*We will respond within one calendar month. No charge applies.*

## 9. Cookies and Tracking Technologies

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PeerVia uses cookies and similar tracking technologies to enable the Website to function correctly, to understand how visitors use it, and to improve the experience over time. This section explains what cookies we use, why we use them, and how you can manage your preferences.

### 9.1 What Are Cookies

Cookies are small text files placed on your device when you visit a website. They allow the website to remember information about your visit — such as your login status or language preference — making the site easier to use when you return. Cookies cannot access other files stored on your device or execute programmes.

### 9.2 The Cookies We Use

- **Strictly Necessary Cookies:** These cookies are essential for the Website to function and cannot be disabled. They include your session authentication token (which keeps you logged in during a visit), security cookies that protect against cross-site request forgery, and load-balancing cookies that ensure pages are delivered reliably. Without these cookies, the Website cannot operate.
- **Analytical Cookies:** These cookies help us understand how visitors use the Website — which pages are most visited, how long visitors stay, and where they come from. Data collected is aggregated and anonymised and does not identify individual visitors. We may use a tool such as Google Analytics for this purpose. You can opt out of analytical cookies at any time through the cookie preference panel.
- **Preference Cookies:** These cookies remember settings and preferences you have chosen — such as your language setting, notification preferences, or display options — so you do not have to set them again each visit.
- **Marketing Cookies:** These cookies are placed only where you have given explicit prior consent. They allow PeerVia to show you relevant content about the platform when you visit other websites. You can withdraw consent for marketing cookies at any time through your cookie preferences.

### 9.3 Third Party Cookies

Some cookies are placed by third party services that appear on our pages — for example, embedded social media buttons or analytics tools. PeerVia does not control these third party cookies, and their use is governed by those third parties' own privacy and cookie policies. You should review those policies independently.

### 9.4 Managing Your Cookie Preferences

When you first visit [peervia.org](https://peervia.org), you will be presented with a cookie consent banner that allows you to accept or decline non-essential cookies. You can change your cookie preferences at any time by clicking the cookie settings link in the Website footer.

You may also manage or delete cookies through your browser settings. Most browsers allow you to refuse all cookies, to accept only certain types, or to delete existing cookies. Please note that disabling strictly necessary cookies will affect the functioning of the Website and may prevent you from accessing certain features, including logging in to your account. Disabling analytical and preference cookies will not affect your ability to use the Website's core features.

Guidance on managing cookies in common browsers is available at [allaboutcookies.org](https://allaboutcookies.org).

## 10. Data Security

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PeerVia implements appropriate technical and organisational security measures to protect personal data against unauthorised access, accidental loss, destruction, alteration, or disclosure. These measures include:

- Encryption of personal data in transit using industry-standard TLS (Transport Layer Security) protocols.
- Encrypted storage of all account passwords — PeerVia staff cannot read any user's password.
- Strict access controls ensuring that personal data is accessible only to authorised PeerVia personnel with a legitimate operational or safeguarding need.
- Regular review of security practices and infrastructure.
- Vetting of all third party data processors to ensure they maintain security standards equivalent to or greater than those applied by PeerVia.

While PeerVia takes every reasonable precaution to protect your personal data, no data transmission over the internet and no data storage system can be guaranteed to be completely secure. PeerVia cannot guarantee the absolute security of data transmitted to or from the Website and does so at your own risk.

### 10.1 Data Breach Notification

In the event of a personal data breach that is likely to result in a risk to the rights and freedoms of any individual, PeerVia will notify the relevant supervisory authority within 72 hours of becoming aware of the breach, as required by GDPR Article 33. Where the breach is likely to result in a high risk to the rights and freedoms of affected individuals, PeerVia will also notify those individuals directly and without undue delay, as required by GDPR Article 34.

#### **Your role in keeping your account secure**

You play an important part in protecting your own account. Please use a strong and unique password for your PeerVia account, never share your login credentials with anyone, and log out of your account when using a shared or public device. If you suspect your account has been compromised in any way, please notify us immediately at [info.peervia@gmail.com](mailto:info.peervia@gmail.com).

## 11. Links to Third Party Websites

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The Website may contain links to third party websites, platforms, or services that are not operated or controlled by PeerVia. These links are provided for the convenience of Users only. PeerVia does not endorse, recommend, or take any responsibility for the content, privacy practices, data security, or availability of any third party website.

When you click on a link to a third party website and leave peervia.org, this Privacy Policy ceases to apply. Your use of the third party website is governed by that website's own privacy policy and terms. PeerVia strongly encourages you to review the privacy policy of any third party website you visit before providing any personal data to that website.

## 12. Changes to This Privacy Policy

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PeerVia reserves the right to update, amend, or replace this Privacy Policy at any time to reflect changes in our data practices, changes in applicable law, the introduction of new platform features, or for any other operational or legal reason. When material changes are made to this Policy, we will:

- Post the updated Privacy Policy on the Website at [peervia.org](https://peervia.org) with a revised effective date prominently displayed.
- Where reasonably practicable, send a notification email to registered Users who may be materially affected by the changes.
- Where required by applicable law, seek fresh consent from Users before applying any changes that affect the legal basis on which data is processed.

We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your personal data. Your continued use of the Website following the posting of any amended Privacy Policy constitutes your acceptance of the changes. If you do not agree with any amendment, you must stop using the Website and delete your account.

## 13. Governing Law

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This Privacy Policy is governed by and construed in accordance with the laws of the Kingdom of the Netherlands and the General Data Protection Regulation (EU) 2016/679. Users in other jurisdictions are also entitled to the protections afforded to them by the data protection laws applicable in their own country, including UK GDPR for users in the United Kingdom.

Any dispute arising out of or in connection with this Privacy Policy shall be subject to the jurisdiction of the courts of the Netherlands, without prejudice to the right of any User to bring a complaint before the supervisory authority in their own jurisdiction.

## 14. Contact and Supervisory Authorities

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For any question, concern, request, or complaint relating to this Privacy Policy or to the way PeerVia processes your personal data, please contact us using the details below. We take all privacy enquiries seriously and will respond within one calendar month.

### PeerVia — Privacy Contact

**Email:** [info.peervia@gmail.com](mailto:info.peervia@gmail.com)

**Website:** [peervia.org](https://peervia.org)

**Supervisory Authority (Netherlands):** [Autoriteit Persoonsgegevens — autoriteitpersoonsgegevens.nl](https://autoriteitpersoonsgegevens.nl)

**Supervisory Authority (United Kingdom):** [Information Commissioner's Office — ico.org.uk](https://ico.org.uk)

**By using [peervia.org](https://peervia.org), you confirm that you have read and understood this Privacy Policy and consent to the collection and processing of your personal data as described herein.**